



UNITED STATES MARINE CORPS
MARINE CORPS LOGISTICS COMMAND
814 RADFORD BOULEVARD
ALBANY, GEORGIA 31704-0301

LOGCOMO 1700.1A
L05

MARINE CORPS LOGISTICS COMMAND ORDER 1700.1A

From: Commanding General
To: Distribution List

Subj: REQUEST MAST

Ref: (a) MCO 1700.23E w/ch 1

Encl: (1) Procedures to Request Mast with the Commanding General
Marine Corps Logistics Command
(2) Sample Marine Corps Request Mast Application
(NAVMC 11296)

1. Situation. The request mast procedure is the officially recognized means for service members to communicate with their Commanding Officers up to their Commanding General. Request mast provides service members with an approved channel to discuss real or perceived grievances and to communicate with their chain of command.

2. Cancellation. LOGCOMO 1700.1

3. Mission. Provide the individual service member a formal method to communicate grievances or seek assistance from not only his or her immediate Commanding Officer, but also with any superior Commanding Officer in the chain of command up to and including the Commanding General.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent

(a) Request Mast shall have the wholehearted support of all personnel to whom leadership of service members is entrusted.

(b) It is paramount that all service members of Logistics Command understand Request Mast procedures.

(c) Anyone who attempts to deprive a service member of the right to Request Mast through acts of omission or commission will be subject to punishment under the Uniform Code of Military Justice (UCMJ).

(d) A service member who requests mast does not have to disclose the subject of the Request Mast to anyone in the chain of command except to the Commander with whom the service member is requesting mast.

(e) Service members assigned to LOGCOM have the vested right to Request Mast to the Commanding General. Request Mast applications to the Commanding General of LOGCOM will be handled by the Command Inspector. Procedures for Request Mast are contained in enclosure (1).

(f) Although a service member may be granted the privilege of forwarding an application to Request Mast with higher authority above the Commanding General of LOGCOM, such as the Commandant of the Marine Corps, etc., there is no vested right to Request Mast with such higher Commander.

(2) Concept of Operations

(a) All Request Mast applications shall be submitted in writing utilizing enclosure (2). Request Mast applications that are incomplete or not submitted on the proper form will be returned for completion.

(b) Service members applying for Request Mast in good faith may do so without fear of reprisal or prejudice to their interests.

(c) Request Mast is not intended to be used for the purpose of harassment, avoiding duty, or intentionally interfering with the Commander's ability to carry out the functions and mission of the command.

(d) Request Mast should not be used by an individual to appeal or seek relief from disciplinary action. The Uniform Code of Military Justice (UCMJ) has adequate automatic review provisions for the protection of an individual rights. Therefore, Commanding Officers and the Commanding General may deny Request Masts that have disciplinary matters as its subject, whether contemplated, pending, in progress, or final. Whenever a Commanding Officer denies Request Mast under this authority, a report of such action and copies of all Request Mast forms will be forwarded through the chain of command to the Commanding General, LOGCOM (Attn: Command Inspector) within 5 days.

(e) Each intermediate commander shall attempt to resolve a service member's Request Mast issue, if revealed, without delay. If the issue has not been addressed to the Marine's satisfaction, the intermediate commander shall forward the application via the chain of command without delay to the commander to whom it is addressed.

(f) Although a service member's Request Mast issue may not be resolved to his/her satisfaction, the service member will still be afforded the opportunity to address the issue with his/her Commanding Officer.

(g) Once a service member has indicated his/her desire to Request Mast with the Commanding Officer/Commander, subordinate officers, staff noncommissioned officers and noncommissioned officers will make no effort to delay the Request Mast process in order to solve the problem themselves, but rather will focus their effort on making the service member available to the Commanding Officer/Commander.

(h) Service members confined in correctional facilities have the right to Request Mast. A Request Mast marked "To be opened by the Commanding Officer/Commanding General only" will not be opened by correctional facilities personnel.

b. The Chief of Staff shall be the initial point of contact for all Officers wishing to Request Mast to the Commanding General.

c. Logistics Command Sergeant Major shall:

(1) Be the initial point of contact for all enlisted Service members wishing to Request Mast to the Commanding General.

(2) Review and recommend resolution on all enlisted Request Mast applications addressed to the Commanding General LOGCOM.

d. The LOGCOM Command Inspector shall:

(1) Conduct Request Mast on behalf of the Commanding General while on inspection trips under the Commanding General's Inspection Program (CGIP) or at other times designated by the Commanding General. Review the Request Mast programs of subordinate commands as part of the inspection process.

(2) Process all Request Mast applications addressed to the Commanding General to include opening Request Mast correspondence addressed "To be opened by the Commanding General only."

(3) Maintain the Commanding General's Request Mast files.

(4) Coordinate with the LOGCOM Sergeant Major in the resolution of enlisted Request Masts.

(5) Identify, on a case-by-case basis, the chain of command for processing Request Masts for military service personnel from any branch of service without a senior service representative in the geographical area or when their chain of command is unclear.

e. All Commanding Officers/Commanders shall:

(1) Comply with the intent of this Order in its entirety.

(2) Establish a command Request Mast program and publish a Request Mast directive conforming with this Order and the reference.

(3) Ensure that all personnel are familiar with Request Mast policies and procedures.

(4) Attempt to process and resolve every Request Mast issue without delay. Generally, there should be no more than one working day delay from when the request is made to when the Marine see his/her commander. Explanations for delay must be provided to the service member and forwarded via the chain of command.

(5) Provide service members the opportunity to Request Mast in person unless extraordinary circumstances preclude such an appearance. If personal appearance is not practical, the commander shall respond in writing to the request mast. The commander will also provide an explanation of why a personal appearance was not practical.

(6) Establish and monitor follow-up procedures to ensure that each Request Mast issue is resolved in a timely manner and no action, adverse or prejudicial to the interests of any service member, results from the service members exercise of the right to Request Mast.

(7) In matters that cannot or should not be resolved, explain to the service member why action will not be taken to resolve the grievance and, if an alternative exists, advise the service member as to the proper procedures to address the grievance.

(8) In matters beyond the commander's authority to resolve, forward the Request Mast to the next higher commander for consideration and appropriate action.

(9) Ensure that the records, proceedings, and final dispositions of Request masts are properly safeguarded to prevent such information from having any prejudicial effect on the Service member. Request Mast records shall be maintained separately from service records.

(10) Ensure that each intermediate commander, to whom a service member reveals his/her request mast subject, provides a written statement as to his or her understanding of the Request Mast subject and his or her responsive action. Each statement will be added to the Request Mast prior to the service member communicating the Request Mast subject to the next commander.

(11) If a Request Mast application is denied, forward a report of the denial to the LOGCOM Command Inspector within 5 working days. Retain the original of the Request Mast at the level that imposed the denial, and endorse a copy through the chain of command.

(12) Hold individuals who attempt to interfere with service members exercising his/her right to Request Mast accountable for their actions by through appropriate disciplinary or administrative action.

f. Service members Requesting Mast shall:

(1) Prepare a complete written statement covering the reasons for requesting mast. Supporting documents should be attached to the statement. The statement may also include a list of witnesses with a summary of the expected testimony of each witness. The statement must include a summary of responsive action taken by each commander in the chain of command with whom the service member has communicated his or her problem.

(2) If the service member has not revealed the subject of the Request Mast to the other commanders in the chain of command, the service member must include an explanatory statement. The service member may place the Request Mast application in an envelope marked "To Be Opened by the Commanding General Only".

(3) If a Request Mast addressed to a higher commander is resolved at a lower level, the service member will make a written statement on the Request Mast or attached sheet indicating that he/she is satisfied with the action taken at the lower level and has chosen to voluntarily withdraw the Request Mast. The service member and a witness will jointly sign this statement.

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5. Administration and Logistics. Request Mast records are to be maintained for two years after final disposition.

6. Command and Signal

a. Signal. This Order is effective the date signed.

b. Command. This Order is applicable to Marine Corps Logistics Command.

A handwritten signature in black ink, appearing to read 'E. G. Payne', with a long horizontal stroke extending to the right.

E. G. PAYNE

Distribution: A

PROCEDURES TO REQUEST MAST WITH THE COMMANDING GENERAL MARINE
CORPS LOGISTICS COMMAND

1. Service members Request Mast

a. Service members requesting mast to the Commanding General, LOGCOM will submit their request on a NAVMC 11296 form via the chain of command. A copy of this form is contained in enclosure (2).

b. Service members Requesting Mast must prepare a complete written statement that includes the following information:

(1) The reason(s) for Requesting Mast.

(2) Supporting documentation or lists of witnesses with a summary of the expected testimony of each witness.

(3) An accounting of those persons within the chain of command to whom the individual has addressed the subject of the petition for Request Mast and the action taken by those individuals.

(4) What actions are needed, and whom (if known), to resolve the issue of the Request Mast.

(5) The reasons for electing not to reveal the subject of the Request Mast to the proper authorities within the chain of command subordinate to the Commanding General, LOGCOM, if applicable.

(6) This statement must be delivered to the Commanding General, LOGCOM, together with the petition for Request Mast. At the option of the individual Requesting Mast, the written statement noted above may be placed in an envelope and marked, To be opened by the Commanding General, LOGCOM only.

2. Procedures for Subordinate Commanding Officers. If the problem is not resolved at a level below the Commanding General, LOGCOM, each intermediate Commanding Officer will provide a written statement regarding their understanding of the Request Mast and their responsive action. The senior Commanding Officer will forward, by endorsement, the member's Request Mast package, Commanding Officer statements regarding the request, each and both sides of the member's SRB/OQR without delay. In no case should there be more than a one working day delay at any echelon of command.

3. Properly processed submissions for Request Mast with the Commanding General, LOGCOM, along with the statements set forth in the above, will be hand delivered or express mailed via Federal Express or USPS to the Commanding General (Attention" Command Inspector) within one working day. A Request Mast will not be delayed pending an opportunity for hand-delivery.

4. The foregoing provisions will be adhered to except in such case where operational necessities or military exigencies preclude the timely implementation therefore, or in such cases in which the senior commander determines the Request Mast privilege is being used by an individual or group of persons for the purpose of harassment or intentionally interfering with the Commander's ability to carry out his functions and missions.

5. Definitions. For the purposes of this Order, the following terms are defined.

a. Service Members. All Active and Reserve uniformed Service members of all services who are assigned to LOGCOM, including those attached or serving on temporary additional duty may exercise the rights of request mast.

b. Commanding Officer. The Service member's immediate Commanding Officer (officer with NJP authority) and every Commanding Officer in the chain of command up to the Commanding General, LOGCOM.

c. Commanding General. Refers to the Commanding General, Marine Corps Logistics Command.

d. Communicate. The opportunity to appear personally before a commanding officer or the right to either correspond with that officer in writing or speak with the officer by telephone, as provided for in this order.

ENCLOSURE (1)

MARINE CORPS REQUEST MAST APPLICATION

NAVMC 11296 (Rev. 6-97)

SN: 0000-00-888-0350 U/I: EA

PRIVACY ACT STATEMENT

Authority: Title 5, U. S. Code 301; Title 10, USC Section 5013

Principal Purpose: Formal filing of complaints/problems to command personnel.

Routine Uses: To provide a record to facilitate personnel management actions and decisions; to serve as a data source for complaint/problem information and resolution efforts.

Disclosure: Disclosure is voluntary. Failure to complete the requested items could result in delayed command action and/or an inaccurate/incomplete analysis of the complaint/problem.

PART I: TO BE COMPLETED BY THE APPLICANT

1. NAME:	2. RANK:	3. SSN:
4. UNIT:	5. RACE/ETHNIC GROUP:	
6. GENDER:	7. DATE:	

8a. I desire to Request Mast with: (Provide the name and billet of the Commanding Officer with whom you desire to communicate.):

8b. NATURE OF COMPLAINT/PROBLEM: (Give in as much detail as possible the basis of your complaint; describe the incident(s)/behavior(s) and date(s) of the occurrence(s); the names of the individuals involved, witnesses and to whom it may have been previously reported. Include any other information relevant to your complaint/problem. Attach additional sheets, as needed).

8c. REQUESTED REMEDY/OUTCOME: (Clearly state what assistance or complaint resolution you are seeking from the commanding officer named in 8a above.)

9. AFFIDAVIT

I, _____, have read this statement which begins in Block 8b on this page (page 1) and ends on page _____. I fully understand the statement made by me and certify the statement is true. I have initialed all corrections. I make this formal statement without threat of punishment and without coercion, unlawful influence, or unlawful inducement.

(SIGNATURE OF APPLICANT/DATE)

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PART II: TO BE COMPLETED BY THE OFFICER CONDUCTING REQUEST MAST

10. DISPOSITION: (Provide a detailed explanation of actions taken or attempted to resolve the complaint/problem, to include any other referrals. If an inquiry/investigation was initiated as a result of this complaint, provide the type conducted and the results. Attach additional sheets as necessary.)

COMMANDING OFFICER SIGNATURE/DATE

PART III: APPLICANT'S ACKNOWLEDGMENT OF REQUEST MAST

(Applicant should initial/complete the appropriate statement(s))

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a and understand the disposition or probable disposition of my problem/complaint.

_____ I have had the opportunity to communicate directly with _____
(name and billet of commanding officer subordinate to officer named in Block 8a), understand the disposition or probable disposition of my problem/complaint, and voluntarily withdraw this Request Mast.

_____ I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

WITNESS' SIGNATURE/DATE_____
APPLICANT'S SIGNATURE/DATE